

DAS MASTER AGREEMENT NUMBER: OITZ0119

DAS APPROVAL DATE: 2/6/13

VENDOR NAME: Securus Technologies

SERVICE/PRODUCT NAME: Securus Video Visitation Service – Pilot

SERVICE/PRODUCT DESCRIPTION:

The Securus Video Visitation Service (“Video Visitation Service”) shall be a pilot program (“Video Visitation Pilot” or “Pilot”) to be implemented within one hundred and eighty (180) days after DAS/BEST Telcomm Unit issuance of the Telephone Service Request (TSR). The Video Visitation Service is a service that will enable members of the public to visit specified locations and engage in video visitation with an inmate. Contractor shall provide all required bandwidth, wiring, switches, kiosks and any other hardware/software necessary to facilitate video visits during this Pilot for Connecticut Department of Correction (DOC), Family in Crisis Center in Hartford, and other locations as requested by DOC, and at no cost. Contractor shall provide access to the captured images of each government-issued identification of all documented video visitation customers.

DOC shall provide electrical service to all locations within DOC facilities where Video Visitation Service is required and does not currently exist. The DOC shall facilitate at least a daily data transfer from the Offender Management System (“OMS”) to Securus that includes but is not limited to the offender identification number, name, facility location and housing location. This data transfer is required in order to utilize the visitation scheduling.

The Video Visitation Pilot shall be in operation for a period of six (6) months from the date of the DOC acceptance of the Video Visitation Pilot. The Video Visitation Pilot shall be at no cost to the State. The State shall have no obligation to continue offering the Video Visitation Service at the conclusion of the Video Visitation Pilot.

The Video Visitation Service system shall provide DOC with at minimum the following.:

- Record all visits other than legal visits;
- Monitor all video visits, in real time;
- Terminate any visit while in session;
- * Download a video visit onto a DVD
- Monitor any visit from an offsite location (*i.e.*, DOC’s Central Office)
- Visit control capabilities in accordance to call control capabilities as defined in EXHIBIT 2 of the Master Agreement.

Contractor shall provide all required technical support and training at no cost to the State.

Contractor shall permit inmates’ friends and family to cancel and reschedule visits without financial penalty when the visit is cancelled at least 24 hours in advance of the scheduled visit. Family members must be approved by DOC prior to scheduling a visit. A refund may be requested by an individual scheduling a visit if the visit was not available due to an inmate transferring to a facility that does not have the video visitation system or if the inmate was released from DOC custody. If the visit cannot be completed due to a facility emergency (e.g. facility in lock down), Contractor shall allow the customer to reschedule any cancelled visits or visits that are not able to be completed due to the facility emergency. Contractor shall provide upon written request from Inmate’s Friends and Family credit towards another video Visitation if the visit was terminated due to a facility emergency where less than 50% of the visit was completed.

The Pilot shall include the Walker, Cheshire, and York Correctional Institutions, DOC Central Office and the Family in Crisis Center in Hartford. The Pilot may also include a Judicial location, to be determined by DOC at a later date. The Walker Correctional Institute shall have up to 8 video units installed in the High Security unit and up to 4 additional units installed on-site in a location accessible to visitors, based on DOC requirements. Use of the visitor accessible video units on-site at the Walker Correctional Institute and housed in the Walker Correctional Institute shall be offered at no cost to visitors. Contractor shall provide, at a minimum, one (1) video unit for every twenty-five (25) inmates at the Cheshire and York Correctional

Institutes. DOC shall, in writing, direct the placement of the video units. The configuration for the Family Crisis Center in Hartford shall be approved in writing by the DOC, Director of Security or his designee prior to installation.

The video unit(s) made available, at the yet to be determined Judicial location, shall not have monitoring or recording capabilities, as these are deemed to be legal calls.

Contractor shall provide full video monitoring and recording capabilities (as described above) at the Walker, Cheshire and York Correctional Institutes and the DOC Central Office with the following equipment:

- 32-inch wall mounted monitor;
- Laptop (DELL Latitude or its equivalent) with DVD burner;
- Blank DVD's (25 per location).

The system shall have the capability to print on demand to the current wireless printers which are part of the Inmate Telephone Service.

Contractor shall provide written communications operation instructions in English and Spanish for the Pilot which shall be pre-approved, in writing, by DOC, Director of Security.

Contractor shall provide customer service surveys at the conclusion of each video visitation session. The customer service survey shall be preapproved in writing by DOC, Director of Security. Contractor shall provide monthly, the results of the surveys, in writing, within thirty days of the close of the previous monthly cycle, to the DOC Director of Security in a format preapproved by; in writing the DOC Director of Security.

Contractor shall provide monthly utilization reports to DAS BEST Communication Services and DOC Director of Security, within thirty days of the close of the previous monthly cycle. These monthly reports shall include but not be limited to, facility: number of visits, number of minutes, total revenue, and total commission.

At the conclusion of the Pilot, the State shall determine whether to continue offering the Video Visitation Service, to what extent, or to end the service.

If the State decides not to continue offering a form of the Video Visitation Service, the Contractor shall at no cost to the State, remove the system within thirty (30) calendar days after receipt of the State's written notice to terminate the service.

***Encryption Data to DVD is currently not available**

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PRICING: The Service shall be offered to friends and families of inmates using the following fee schedule:

- Twenty dollars (“\$20”) for a twenty (“20”) minute visit
- Forty dollars (“\$40”) for a forty (“40”) minute visit
- Five dollars and ninety five cents (\$5.95) per transaction.
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Once the Pilot has been completed the following items will be determined:

- Potential commission schedule with the State in the manner provided in the Master Agreement.
- Potential to vary future restrictions on the length of any single video visit as determined by DOC.